

VTF 2006

VIA Technology Forum

Business VoIP Solutions

Enterprise-class solutions
for SME's on the move

A woman with long dark hair, eyes closed, holding a crystal ball. The crystal ball is held in her hands and contains a textured, grey, rocky interior. The background is dark, and the woman's face is partially visible in profile.

*Embracing
Digital Intelligence*

Introduction

Stuart Brown

Head of Product Development

Band Telecom Ltd



<http://www.bandtelecom.com>

Target Market

SOHO/SME i.e. sub-20 Employees (solution
can scale to 100's/1,000's)

Geographically dispersed organisations
e.g. companies with mobile sales
force

**VoIP-enable "Legacy" PBX's with low-
cost devices and bring new flexibility
to businesses**

Our Products

Hosted PBX Solution
+
Hosted Contact Management Solution

To Provide -

Flexible & Powerful Business Solution



<http://www.bandtelecom.com>

Benefits

- **Low-cost entry point**
- **Simple retail model**
 - Yr 1 £149.00 per extension
 - Yr 2+ £49.00 per annum per extension
 - Optional Priced Components
 - Voice Recording
 - Customization
 - SugarCRM
 - Outlook Integration
 - Support Level

Benefits (contd.)

- **Flexibility**

- location independent
- expand/reduce according to growth
- choice for expansion

- **Features**

- full featured, secure, 24x7 reliability
- industry standards, choice of hardware

- **Cost Effective**

- capital outlay
- Lower operating costs ("TCO")

Benefits (contd.)

- **Improved Manageability of Costs**
- **Enhanced Services become affordable to the SOHO/SME market e.g. Voicemail, IVR, ACD-functionality, Call Recording**
- **A “matter of size” – SOHO/SME businesses can compete on a more even telephony playing field**

Benefits (contd.)

SIP-enable Domain Name

- `<extension>@<domainname>`
e.g. 1040@bandtelecom.com
- Enable free SIP-SIP VoIP-calls inbound and outbound
- Short-code dialling to "dial a domain"
e.g. **100001040 = 1040@bandtelecom.com

"Call Me" Web Functionality



Simple CTI Integration

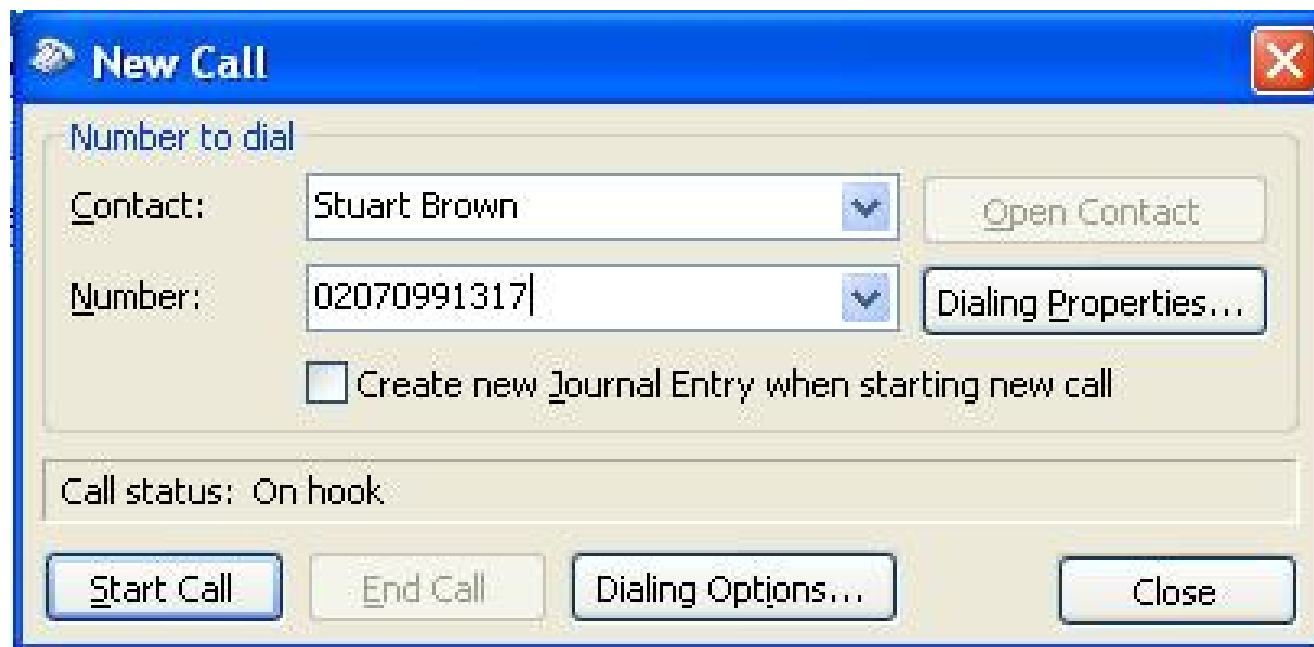
One-click dialling from Web applications

Account Name:	Band Telecom Ltd	Phone:	<u>02070991310</u>
Website:	<u>www.bandtelecom.com</u>	Fax:	02070991311
Ticker Symbol:		Other Phone:	<u>**100004000</u>
Member of:		Email:	<u>sales@bandtelecom.com</u>
Employees:		Other Email:	<u>info@bandtelecom.com</u>



Simple CTI Integration (contd.)

Outlook integration



The screenshot shows a 'New Call' dialog box with a blue title bar and a close button (X) in the top right corner. The dialog is divided into several sections. The top section is labeled 'Number to dial' and contains two dropdown menus: 'Contact:' with 'Stuart Brown' selected, and 'Number:' with '02070991317' selected. To the right of the 'Contact:' dropdown is a button labeled 'Open Contact'. To the right of the 'Number:' dropdown is a button labeled 'Dialing Properties...'. Below these dropdowns is a checkbox labeled 'Create new Journal Entry when starting new call', which is currently unchecked. The bottom section of the dialog is labeled 'Call status: On hook'. At the very bottom, there are four buttons: 'Start Call', 'End Call', 'Dialing Options...', and 'Close'.

PBX Features

- Advanced Extension Features
- Hunt Groups
- Voicemail to email
- Fax to email
- Call Recording
- IVR
- Call Queues
- Music On Hold
- Conferencing
- Multiple Trunks
- Least Cost Routing
- Inbound DDI's
- Call Detail Records
- And more ...

SugarCRM

- Employee Management
- Time Scheduling
- Workflow
- Customers / Suppliers
- Project Management
- Tracking
- Internal / External Communication
- Marketing / Sales etc etc...

SugarCRM (contd.)

Helps Organize

- **The Written Word**

- Letters, Fax
- Email
- Presentations
- Proposals / Contracts etc
- Text Messaging

- **Oral**

- Call Recordings
- Mobile Phone (remote calling)
- Digital Recorders

Full-featured Phone System CRM System

**That work together
That enables a business to work
together**



Components



<http://www.bandtelecom.com>

Hosted PBX



VIA EPIA M10000 “Blades” (EN15000 Soon)

- Integrated Components
 - Few Moving Parts (CPU fan & HD only)
- High Rack-Density
 - 16 blades per 5u (front/rear mount)
 - Up-to 96 blades (30u) + UPS, Redundant PSU's, Switches etc (12u)
- Low Power Consumption (~8 Amps per rack)

Hardware (contd.)

NAS Storage

- Store critical configurations and backups
- Store call recordings (wav)
- Store CRM Data

SIP IP Phones

- Grandstream SIP Phones
- Sipura Analogue "ATA's"
 - Standard analogue or analogue DECT phones
 - Fax Machine
 - PSTN Line Integration (SPA 3000)
- UTStarcom WiFi SIP Phones

Hardware – The Future

EPIA EN15000 ++

**Mobile/WiFi Phones e.g. Nokia N80,
9300i etc – take your extension
anywhere....**

Software

Gentoo Linux Kernel

- Simple, secure, optimized kernel
- Essential processes only
- Low system overhead

Software (contd.)

Gentoo “VServer” Technology

- Multiple instances per server i.e. up-to 4 PBX's per EPIA blade (depends on customer size, usage etc)
- Portability
 - Move VServer Instance in minutes
 - Minimize potential any downtime
- Scalability
- Security
 - Each customer in separate process

Software (contd.)

Open Source Software

- Asterisk
- MySQL
- Apache
- SugarCRM

Software (contd.)

Customised Software (web based)

- Customer User Interface
 - Access CDR's, Call Recordings etc
 - Manage Account
 - Upload MoH, IVR files etc
- Reseller Management Interface
 - Proactively manage 10's/100's even 1000's of PBX's
 - Extension and Trunk Status's for all PBX's
 - Remote PBX Management Tools

Custom Solutions

System Integration

- multi-site solutions
- branch office solutions
- customised development work / integration / dial plans etc
- VoIP Gateway solutions
- VPN-based solutions
- multi-lingual solutions

Additional Products

SOHO Voice Server



SME Voice Server

